

# Personnel Hilites

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Summer Edition

2002

## This issue is dedicated to the memory of David O. "Doc" Cooke

August 31, 1920 – June 22, 2002

For the employees of the Washington Headquarters Services (WHS) family, Mr. Cooke was more than the Director of WHS—he was *OUR* leader, teacher, mentor, confidant, and friend. He was the "kind and gentle" man, with the twinkle in his eye and the smile on his face, who helped you navigate through the roughest waters. Whenever you were asked to do something for "Doc," you wanted to excel! He had a knack of bringing out the best in everyone, especially his employees. He gave you opportunities to stretch and to grow. While Mr. Cooke is no longer with us, the extraordinary contributions he made, during his more than 50 years as a civil servant, will continue to be an inspiration—within the Pentagon and across the Federal government. This is the Cooke legacy!

In memory of Mr. Cooke, also known as the "the Mayor of the Pentagon," a media/graphic display on his life and career has been erected on the 2nd floor of the Pentagon, A-Ring, corridors 1 and 2. The display pays tribute to a man who, according to former Secretary of Defense Cohen, "...embodies all the values and virtues that America could hope for in a public servant . . . unwavering



honor, unquestioned integrity and unequalled commitment to the nation . . . a person who always gets things done." This exhibit, created by the Graphics and Presentations Office of the WHS/ Real Estate and Facilities Directorate, will be on display for the next few months.

### Scholarship Fund Named in Honor of Mr. Cooke

For your information, the Federal Employee Education and Assistance (FEEA) Fund, at the request of the Cooke family, has established the David O. "Doc" and Marion Cooke Memorial Scholarship Fund. The

fund's goal is to endow one or more educational scholarships annually. The Cooke family feels this scholarship fund is a fitting tribute to a man who gave five decades of service to the Federal government and championed Federal employees, both inside and outside the Department of Defense. This is yet another example of how "Doc's" generosity will reach far beyond the Pentagon.

If you're interested in participating in this endeavor, write to the FEEA Cooke Memorial Fund, 8441 W. Bowles Avenue, Suite 200, Littleton, CO 80123-9501, or call 303/933-7580 or 1-800-338-0755.

## Supervisor's CORNER

- **New Student Loan Repayment Program:** Washington Headquarters Services (WHS) recently approved its Student Loan Repayment Program giving managers a new tool for recruiting and retaining employees. This program helps employees repay their outstanding Federally insured student loans. All Admin Officers have been briefed about the new WHS program and provided with a copy of the plan. If you have questions or need assistance, contact your Administrative Office.
- **Awards for Summer Hires:** Awards may be given to summer hires, but, these must be funded from each organization's budget. For more information, call 703/617-7136.
- **Awards for Students and MIFFs:** Students who work year-round and those who participate in the Minority Institution Faculty Fellowship (MIFF) Program are eligible for performance awards paid for by WHS. In addition, managers may also give Special Act or Service Awards funded from their own budgets. Call 703/617-7136 for more information.
- **From Legal Counsel's Perspective:** "What Every Supervisor Should Know About the Family and Medical Leave Act." Article on page 4.

## From the Chairman of the WHS 2002 Combined Federal Campaign

Following the horrific events of September 11, the employees of Washington Headquarters Services (WHS) responded in recordbreaking fashion to the many charitable organizations in the National Capital Area. The after-effects of that day still linger as we begin to think about and approach the 2002 Combined Federal Campaign (CFC). This year's campaign will begin mid-September.

I'm honored to be your Chairman for the upcoming **WHS 2002 CFC**. I'm also confident that each of you will reach deep inside your heart and pocket to help your neighbors, fellow Americans, and global brothers and sisters in their hour of need. In many ways, their needs are much greater now than they were last year. Your personal kindness and assistance in helping me maintain what has become a tradition and watchword for WHS—Serving Those Who Deserve Our Help—will be appreciated.

This year's campaign will be different without David O. "Doc" Cooke, but his spirit will be with us! He championed the CFC cause and his support produced spectacular results year after year. His charitable leadership and compassion for others was exemplary. I feel a special sense of urgency to carry his legacy for basic human benevolence into the upcoming campaign. May the **WHS 2002 CFC** resound with the sentiment, "Let's do it for 'Doc'."

Thank you.

Joe Friedl, Director  
WHS/Budget and Finance



### Personnel Hilites

The fall edition of *Personnel Hilites* will be online by October 1, 2002. **The deadline for submitting articles for this issue is September 10, 2002.**

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## PMI Executive Mentors Honored

In the midst of an exciting 2002 recruitment season, the OSD Presidential Management Intern (PMI) Program office took time out to recognize one of its greatest assets—the Executive Mentors. While this is the first time the PMI mentors have been publicly recognized, it's the beginning of an annual tradition. Mentoring is a critical aspect of the OSD/PMI Program. Mentors are vital to the integration of the PMIs into the OSD culture and organization. The program's success, and that of the PMIs, depends in large part upon the commitment of the mentors.

On April 25, 2002, in the Pentagon's Executive Dining Room, David O. Cooke presented awards to four outstanding Executive Mentors. The recipients (in photos clockwise from top) included Victor Ciardello, Director, Industry Consolidation and Globalization (AT&L); Bill Lowry, Principal Director for Organizational Management and Support (Policy); Diana Blundell, Director, Program Management and Integration (Policy); and Dr. Nancy Spruill, Director, Acquisition Resources and Analysis (AT&L). Other Executive Mentors recognized, who were unable to attend the ceremony, were Andy Hoehn (Policy); Dr. Margaret Myers (C3I);



Deborah Rosenblum (Policy); Sally Horn (Policy); and Patricia Sanders (MDA).

The contributions of those who have served as OSD/PMI mentors (formal or informal), have been significant and far-reaching. Mentors are still needed for the incoming 2002 PMIs who will be starting next month and in September.



What does it take to be an Executive Mentor? PMI mentors should have a breadth and depth of experience in OSD and be:

- ❑ able to provide sound advice about rotations throughout OSD;
- ❑ willing to spend an appropriate amount of time to mentor a PMI;
- ❑ able to provide logistical support for the first 30 days;
- ❑ familiar with the PMI Program; and,
- ❑ in a position to facilitate the PMI's conversion into a permanent billet at the end of the program.

If you'd like to learn more about the PMI Program or volunteer to serve as an Executive Mentor, contact Karen Nussbaum, the OSD/PMI Program Coordinator, on 703/617-7941.



*Volunteer to serve as an Executive Mentor—your knowledge, skills, and talents are needed to guide DoD's future leaders.*





*From Legal Counsel's Perspective—*

## What Every Supervisor Should Know About the Family and Medical Leave Act

When an employee tells you that s/he needs time off because of an accident or illness, or to care for a sick relative, alarm bells should go off! The acronym for the Family and Medical Leave Act (FMLA) should be flashing before your eyes. Whether the employee has any leave accrued or not, or s/he needs leave—all at once, for a day, or even 15 minutes at a time (over a period of weeks or months)—you should talk with the Labor Management Employee Relations (LMER) Division, Personnel and Security Directorate, Washington Headquarters Services (WHS). You want to make sure you've covered all the bases.

Under the FMLA, a Federal employee is entitled to up to 12 work weeks (480 hours) of Leave Without Pay (LWOP) every year, if s/he:

- is incapacitated by, or is in need of treatment for, a serious medical condition;
- has a spouse, parent, or child with a serious medical condition who needs care; or
- is having, fostering, or adopting a child and needs to provide care for the new child during the first year.

The employee can substitute paid leave for this LWOP but isn't obliged to do so. Any time an employee indicates that s/he may need time off for one of the above reasons, you should remind the employee about the availability of leave under the FMLA. Also, refer the employee to

the Office of Personnel Management (OPM) web site at [www.opm.gov](http://www.opm.gov) (Click on for a direct link.), to ensure that s/he understands his/her rights.

To qualify for the FMLA entitlement, the employee must give you reasonable notice. Of course, "reasonable" depends upon the circumstances. A call from a family member/friend a day or two after a medical emergency may be enough. On the other hand, you should be notified ahead of time for pre-scheduled treatment like elective surgery. The rule is "as soon as is practicable" and definitely no later than 15 days after returning to work. If leave is being requested for pre-scheduled treatment, and the timing is bad for the organization, you have the right to request that treatment be rescheduled. But, if it can't be rescheduled and the documentation has been provided, you must approve the leave.

Leave requested and approved under FMLA must be checked off in the appropriate place on the **OPM Form 71** (Request for Leave or Approved Absence). Federal agencies are required to track family leave usage. More importantly, an employee may not designate FMLA leave retroactively, i.e., beyond 15 days after returning to work. Consequently, it's important to ensure that the employee is given correct information initially and that the **OPM Form 71** reflects accurately the employee's intent.

In any event, you may require the



employee's health care provider to complete and send to you **Form WH-380** (Certification of Health Care Provider). It's available through the OPM web site. This is the only medical documentation the agency is allowed to request, and it must be kept absolutely confidential. While it's in your possession, it should be kept under lock and key and separate from other personal and personnel information. You shouldn't retain copies of the **Form WH-380** without consulting with LMER. You should require this documentation before approving any LWOP or before approving sick leave for more than 3 days. If you have any questions about the documentation, consult with LMER before asking the employee for additional information.

From the supervisor's perspective, the most difficult leave requests under the FMLA will be requests for small amounts of leave, taken over a long period of time. Some serious medical conditions require intermittent absences from work, such as, time off on a regular basis for treatment. Or, the illness and/or treatment may occasionally make the employee too

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sick to work, and leave will be needed on an irregular basis. A temporary modification of the employee's work schedule may be required—what the regulations call “a reduced leave schedule.” Or, you may require the employee to call in and identify absences due to the serious medical condition, on the same day. Another solution may be to transfer the employee temporarily to a position with equivalent pay and benefits that can be adjusted more easily to intermittent leave. Under these circumstances, you'll have to negotiate with the employee about how such requests will be handled. Regardless, you should make sure LMER is involved.

**The bottom line:** You may have to adjust work in your office to cover extended or frequent absences by an employee who has a serious medical condition, or is caring for a family member with a serious medical condition. Simultaneously, you'll have to balance respect for the employee's absolute right to confidentiality, ensure the employee is kept fully informed of his/her rights, and get your organization's work done. You may be very sympathetic to the employee's problem, or you may have doubts about legitimacy of the request. In either case, the law is very specific about what information you can request and what kind of notice you can require from the employee.

*For further information and help related to the FMLA, contact the LMER Division on 703/588-0421. LMER works closely with the WHS/Office of General Counsel to guide supervisors in asking the right questions in order to make the right decisions.*

## FEEA World Trade Center/ Pentagon Fund

The Federal Employee Education and Assistance (FEEA) *World Trade Center (WTC)/Pentagon Scholarship Fund* will



provide a full college scholarship to any child who lost a civilian Federal employee parent in the attack on the Pentagon. Children who had a parent critically injured in the Pentagon attack are also eligible for the program, as are victims' spouses who were already attending college on September 11. Spouses wishing to return to college will be considered on a case-by-case basis. More than \$65,000 was paid to cover the educational expenses of 11 survivors (children and spouses) who attended college during fall 2001 and spring 2002. Expenses for the summer term are expected for approximately half of the current students.

To date, FEEA has registered 45 surviving children and spouses for the scholarship program. The youngest child is 2 years old and is expected to enter college in 2017. With \$5.5 million already collected for the *WTC/Pentagon Scholarship Fund*, FEEA can now guarantee that the college education of this 2-year old will be fully funded. If you are aware of anyone eligible for the scholarship fund who hasn't yet registered, please urge him/her to contact FEEA at 1-800-323-4140. FEEA wants to ensure that no one gets left behind!

In addition, civilian Federal families affected by the September 11 attacks are still eligible to receive emergency assistance from FEEA. Those seeking assistance can call FEEA at 1-800-323-4140 or 303/933-7580. To download the Emergency Assistance Application, visit <http://www.feea.org> (Click on for a direct link). Grants are being made on a case-by-case basis; normal grant limits are **NOT** in effect.

*Go to the FEEA website to learn about how it supports Federal employees.*

## DON'T FORGET!

*Deadline for articles to appear in the next issue  
is September 10, 2002*



## TSP Open Season and More

May 15 - July 31, 2002

The Thrift Savings Plan (TSP) **Open Season** began on May 15, 2002, and will end on July 31, 2002. During this **Open Season** employees may begin making TSP contributions or change the amounts of their contributions. During **Open Season**, employees in the Federal Employees Retirement System (FERS) may contribute up to 12% of their salary, and those in the Civil Service Retirement System (CSRS) may contribute up to 7%.

**Note:** The total amount that any employee may contribute to TSP each year continues to be capped by the Internal Revenue Service's elective deferral limit. **For 2002, this deferral limit is \$11,000.**

### How to Make a Contribution Election

You can ensure that your **Contribution Election** to begin or change the amount of your contributions (*i.e., a whole percentage or dollar amount of your adjusted basic pay per period*) will be processed expeditiously by calling the HRSC Benefits Call Center 703/617-7382, or the toll free number 877-521-1923, or TTY 703/617-0658. Counselors are available Monday through Friday from 7:30 a.m. to 5 p.m. EST to answer your questions. Once you're in the system, press "2" for *Benefits Information* and then press "2" again for *Benefits and Entitlements*. Follow the voice prompts after pressing "1" for *Current HRSC Served Employee*, and enter your Social Security Number and PIN. (If this is your first time

using the system, your PIN is your 2-digit month and 2-digit year of birth, e.g., June 1947 is 0647.) When you hear the message for *Thrift Savings Plan* press "3" and follow the voice prompts to make your **Open Season** election. Also, you can make your TSP **Open Season** change on the HRSC Employee Benefits Information System (EBIS) website at <http://whs.mil/hrsc/benefits.html>.

### Open Season Dates Change


The TSP Open Season dates will change to October 15 through December 31 and April 15 through June 30. The corresponding **Contri-**

**bution Election** periods will be the months of December and June.

### New Recordkeeping System Changes

Over the next few months, TSP will be transitioning to a new recordkeeping system. **The transition should be completed on Monday, September 16, 2002.**

During this period, you need to be aware of the following:

 **TSP Statements:** After the close of business on Friday August 30, 2002, TSP will process its last

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# United We Save







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monthly business cycle and close out the old system. You'll receive a final participant statement for your account (and a loan statement, if applicable) as of August 31, 2002. **Keep this statement.** The ending dollar balance on this statement should be the same as the beginning dollar balance on your next statement, which will cover the period September 1 through December 31, 2002.

**Report any discrepancies immediately to the TSP Service Office.**

**Pin and Contribution Allocation Requests:** You will **NOT** be able to make electronic requests to change your PIN or Contribution Allocation (*i.e., the way your future payroll contributions will be invested*) between August 31 through September 15. You may, however, submit paper requests on the **TSP-50** Form during this time. All **TSP-50** Forms received will be held and processed on September 16, 2002.

**Interfund Transfers:** You will **NOT** be able to make electronic Interfund Transfers from August 16 through September 15, 2002. You may, however, submit paper requests on the **TSP 50** Form. All Interfund transfer requests will be held and processed on September 16, 2002.

**Loan Applications:** To receive your loan payment in early September, your loan application must be requested before the transition period begins. This means all completed paperwork must be received in the TSP office by Friday, August 23, 2002. Loan

applications received after August 23 will **NOT** have loan payments disbursed until after September 15, 2002.

**Withdrawals:** Withdrawal requests received after August 23, 2002 will be held for processing and will be disbursed after September 15, 2002.

TSP participants who intend to make any of the transactions outlined should read *Plan News*. This publication can be found on the TSP website, [www.tsp.gov](http://www.tsp.gov) (Click on for a direct link) or go to the Thriftline at 504/255-8777 for updated information.

### Customer Service Assessment Program

## CSAP Begins Second Year

As a service organization, the Washington Headquarters Services (WHS), Personnel and Security Directorate (P&SD) strives to reach out to its customers to discover—what they need, want, and expect. In soliciting customer feedback, an accepted method is to send out an annual survey.

While the P&SD could have chosen this traditional and accepted vehicle, it wanted to be innovative. In response, it created the Customer Service Assessment Program (CSAP) with the help of Directorate staff and a consultant. Through CSAP, the P&SD is able to gather customer information, on a recurring basis throughout the year, by convening focus groups and conducting telephone surveys.

Last year, three focus group sessions were held. These covered the Directorate's functional divisions of Labor and Management Employee Relations, Equal Employment Opportunity, and Security. Over 500 telephone survey contacts have been made that have involved the Personnel Services, Executive and Political Personnel, and Human Resource Development divisions of the P&SD. The information captured from the employees and managers, who either participated in a focus group or a telephone survey, has provided valuable feedback to the P&SD about the quality and level of service it's providing. The information, suggestions, and ideas collected, during CSAP's first year, will help the Directorate develop new programs and processes, make improvements, and provide a realistic gauge for measuring success. The P&SD's bottom line is to provide first-class customer service!

**For further information about CSAP, contact Monica Gielarowski, Project Manager, P&SD/Strategic Planning and Business Operations, 703/617-7437.**





## WHS Concludes Successful 2002 Savings Bonds Campaign

Washington Headquarters Services (WHS) recently completed its U.S. Savings Bonds campaign that occurred May 2-31, 2002. The campaign theme was *Save for Your Future*. Mr. Henry McIntyre, Director, Freedom of Information and Security Review, was the Campaign Chairman. At the start of the campaign, he set a new bond purchase or an increase to existing bonds goal of 3% of assigned WHS personnel. In the end, WHS exceeded its goal by having 4.8% of its employees purchase bonds. The I Bond was the WHS favorite with employees buying five for every EE Bond purchased. Some employees purchased bonds for their children, or as gifts, using the payroll deduction feature. They followed the principle—"If you never see the money, you'll never miss it."



*First-place award recipients, with organization designation, from left to right: Larry Horner, Communications and Directives (large); Henry McIntyre, Freedom of Information and Security Review (medium); and Paul Granahan, Quality Management Office (small). Mr. Granahan was named the most effective Savings Bonds Coordinator for obtaining 100% participation in his office.*



*Alana Brevard receiving her award from Darrell Walker, 2002 Savings Bonds Campaign Manager, for her poem, Why Worry?*



*Second-place winners, with organization designation, from left to right: Terry Wade, Federal Voting Assistance Program (small); Ann Keels, Personnel and Security Directorate (large); and Trinita King, Defense Information Operations and Reports (medium).*

At the June 11, 2002 awards ceremony, Henry McIntyre recognized representatives from six Directorates/Offices. The awards presented were based on the number of employees assigned to the organization and the percentage of employee participation. Organizations



### Why Worry?

*By Alana Brevard*

Sometimes, I sit and wonder  
What will my future behold.  
Will I have enough for this month's  
mortgage?  
Or, will I be sitting in the cold.  
I wonder if my children will have  
enough for college, room and board,  
And will they be ready financially  
For that world that's unexplored.  
I sit and wonder, but then, I snap  
Out of those crazy thoughts  
Because I remember that stack of  
Savings Bonds  
That's stored in my shoebox.  
Why worry? I have enough for any  
rainy day.  
Since I've been saving all these years,  
I have no need for dismay.

were designated as small (less than 20 employees), medium (20-49 employees), and large (50+ employees). The two offices in each category with the highest percentage of participation received either a porcelain eagle over U.S. flags (first place) or a copper eagle (second place).

Early in the campaign, Alana Brevard, from the WHS/Office of General Counsel, displayed her creative talents by composing a poem entitled *Why Worry*. This poem helped promote the campaign, and for her efforts, Alana received a special award at the June 11 ceremony.

*For more information about U.S. Savings Bonds, go to the Treasury Department web site at [www.savingsbonds.gov](http://www.savingsbonds.gov) (Click on for a direct link).*





## Heroes and AED Save Man's Life

The Automated External Defibrillator (AED) located in Federal Building 2 (FB2), also called the Navy Annex, had not yet been removed from its box, when it was desperately needed. On June 19, 2002, Walter Bainbridge, a long-time paint contractor for the Pentagon Reservation, suffered a major heart attack while coordinating projects with the FB2 Building Management Office (BMO). He collapsed to the floor next to the desks of BMO employees, Steven Godfrey and Michael Radford. In reaction to what happened, Godfrey yelled, "somebody call 911;" then he began to perform Cardio Pulmonary Resuscitation (CPR) on Bainbridge, with Radford relieving him. The two acted as a team until medical help arrived. While Godfrey and Radford worked on Bainbridge, co-worker, Clayton Whidden, called 911; employees Robert Harvey and Jimmy Howell ran to a separate wing of the building to get Dr. Sawsan Ghurani, LCDR, USN, and her Corpsmen—Lasietta Abernathy, Anthony Hougan, and Jackie Turpin of the Tricare Health Clinic. When they arrived on the scene, it was determined that an AED was required. Mr. Bainbridge showed no signs of a heartbeat. Without hesitation, Godfrey retrieved the AED, which had recently been provided to the BMO. The Tricare Clinic Staff activated the AED on the unconscious Bainbridge. Dr. Ghurani noted that the quick retrieval of the AED is "what really saved this gentleman's life." She said that the actions of Godfrey and Radford "bought Bainbridge critical time." Currently,



*Walter Bainbridge (center) at home after his surgery. He's holding the AED that helped save his life. Pictured with him are his real-life heroes, Steven Godfrey (left) and Michael Radford (right).*



*Pictured is Susan Ady, Assistant Building Manager, FB2, FFD/WH/RE&F, presenting Steven Godfrey (left) and Michael Radford (top) their awards for heroism.*

Bainbridge is in good condition, and is at home recuperating, after having triple by-pass surgery. Because of the swift actions of Godfrey and Radford, the Tricare Medical staff, and the availability of the AED, Walter Bainbridge was given a fighting chance to live. For their heroic lifesaving actions last month, Steven Godfrey and Michael Radford were each presented with the Office of the Secretary of Defense Award for Excellence and a Special Act Award on July 10, 2002.

### What is AED and PAD?

In May 2001, the Department of Health and Human Services (HHS) and the General Services Administra-

tion (GSA) published guidelines in the Federal Register for a Public Access Defibrillation (PAD) Program in Federal facilities. The purpose of the PAD is to provide the lay community with access to advanced technology equipment that assists in the prevention of unnecessary death and disability from sudden cardiac arrest. The DiLorenzo Tricare Health Clinic and the Washington Headquarters Services developed the Pentagon Reservation PAD Program. The AED identified in the PAD Program can be used by lay responders/rescuers to increase survival rates in cardiac arrest cases. It allows life-saving measures to be implemented quickly.

*For more information about the Pentagon Reservation PAD Program, contact Jennifer Judd, Program Director, on 703/692-5938 or at [jjudd@ref.whs.mil](mailto:jjudd@ref.whs.mil).*



HotJobs.Com



RESUMIX

# Corner

## Business Process Change

The Human Resource Services Center (HRSC) has started processing updated/revised resumes once a week—each Friday. This change became effective last month. While updated resumes can be submitted at any time, updates are processed only on Friday. If Friday happens to be a holiday, then updated resumes will be processed on the following scheduled workday.

### Frequently Asked Questions

The following is a list of the most Frequently Asked Questions (FAQ's) about the application process.

**Q: I can't get into the *Resume Builder/Edit Resume* on the web page. Help!**

A: If you're trying to access these functions from work, your organization's security "firewall" may preclude access. Typically, users won't have trouble accessing these functions from their home computers. However, if you attempt access from home and continue to have problems, call the HRSC Call Center at 703/617-7434 or TTY 703/617-0647.

**Q: How can I get copies of Vacancy Announcements?**

A: Copies of Vacancy Announcements are available on the web site at <http://persec.whs.mil/hrsc/index.html> (Click on for a direct link). Or, call the **FAXBACK line** at 703/617-0654.

**Q: How do I apply for a position?**

A: Specific instructions are provided

in the **HRSC Job Kit** available on the web site and through the **FAXBACK line**.

**Q: What's the best method to use for submitting a resume?**

A: **Resume Writer** on the web page is the best method to use for submitting your resume. When you use it, you'll receive an electronic notification verifying that your resume was received by the HRSC and that your resume information is being downloaded, in the correct format, directly into the database.

**Q: How do I know that the HRSC has received my resume?**

A: You'll be notified in writing (within two weeks) of its receipt in the HRSC. (Allow for mailing time especially if you've sent your resume through the U.S. Postal Service.) **Note:** Written notification is provided only for new resume submissions and not for updated resumes. You can also use the **Check Receipt** function on the web page to verify that your resume or self-nomination has been received and processed into

the database.

**Q: If I submit my resume on the closing date of the Vacancy Announcement, will it get processed in time to be considered for the position?**

A: This question requires a two-part answer and involves two separate, but related functions—**Date Received** and **Resume Processing Requirements**. The answers are described below.

#### • Date Received

If your resume is submitted by email or Internet, it must be received in the HRSC by midnight of the closing date indicated on the Vacancy Announcement. If you mail your resume through the U.S. Postal Service, Federal Express, etc., check the Vacancy Announcement for specific mailing instructions. Some announcements require that all applications (no matter how submitted) be received by the closing date. Others stipulate that mailed resumes must be postmarked by the closing date and received within 5 business days. **Review closely the mailing instructions on each Vacancy Announcement!**

#### • Resume Processing Requirements

All resumes are reviewed for requested information and format requirements prior to database processing. As stated above, applicants submitting their resumes for the first time will be notified (in writing) within two weeks, both of the receipt and disposition of their resumes. This two-week notification time is particularly important if you're submitting a resume on the

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Vacancy Announcement's closing date. In this instance, you won't receive written confirmation that your resume has been accepted and processed or rejected and **not** processed until after the closing date. In the event, your resume can't be processed, you won't have enough time to resubmit your corrected application for that particular vacancy.

Your resume will be processed into the database, and you'll be considered for employment if (1) your application provides all the information requested in the **HRSC Job Kit** and on the Vacancy Announcement (if applicable); **and** (2) it's received by the date indicated on the Vacancy Announcement.

***Don't Wait – Get your resume in early!***

**Q: I'm claiming a 5-point Veterans Preference. Do I need to submit my DD-214 with my resume?**

**A:** No. But, make sure you answer all the supplemental questions pertaining to Veterans Preference before submitting your resume. (See Resume Format, Supplemental Information, in the **HRSC Job Kit**.) Applicants claiming a 10-point Veterans' Preference **must** submit a DD-214 (Member-4 Copy) along with the SF-15 and all the required supporting documentation listed on the reverse side of this form.

**Q: What do I do if I forget my PIN?**

**A:** You can send an email to the Web Master at [webmaster@hrsc.osd.mil](mailto:webmaster@hrsc.osd.mil). Click on the hotlink on the web page. You may also call the HRSC Call Center at 703/617-7434 or TTY 703/617-0647.

## Resume Preparation Briefings

Monthly resume briefings are held to help anyone interested in preparing a resume for an electronic application system. Briefing topics include—applying on-line using the **HRSC Resume Writer**; how to verify if your resume or self-nomination has been processed; and instruction about the other information on the website that can help you with the application process.

Briefings are held in the OSD Conference Center in the Pentagon, Room 1E801, from 1:00 p.m. – 2:30 p.m.

No reservations are required. Seating is on a first-come basis, but it's limited.

### 2002 Briefing Dates

July 25  
August 20  
September 25  
October 22  
November 19  
December 18

For further information about RESUMIX, contact Paula Hartzoge, Program Manager, WHS/Personnel and Security Directorate, on 703/617-7109 or at [hartzp@psd.whs.mil](mailto:hartzp@psd.whs.mil).

“

*When you're born, you cry and everyone is happy.  
So live your life in such a way that when you die,  
everyone cries and you're happy.*

— Unknown

*To accomplish great things, we must not only act, but  
also dream; not only plan, but also believe.*

- Anatole France

*Always take time to say thank you to those who give!*

—Jim Gentil

*Action may not always bring happiness, but there's no  
happiness without action.*

—William James

*If it were easy, it would have been done before.*

—Jeanne Yaeger

*Whatever comes, this too shall pass away.*

— Ella Wheeler Wilcox

”





## Together We Can Save Lives

Over the years, you've probably heard and received numerous requests for blood donations and wondered, "Don't they have enough by now?"

The truth is, the shelf life of blood is very limited. Since it can't be stockpiled, there's a constant need for donations. How great is the demand? Every two seconds a patient needs blood. With a demand this great, it's easy to see how giving blood regularly can make a big difference. Think about this—only five percent of the American people give blood. Sooner or later, virtually all of us will face a time of great vulnerability in which we'll need blood. Typically, this occurs when least expected!

You've seen stories on the news about people risking their lives to save those in danger. By giving blood, you're just as much a hero, and it's completely safe. A new bag and needle are used for each donor, so you can't contract any disease. By giving blood, your donation can help save the lives of up to three patients—accident victims, people with cancer, organ transplant recipients, or those with chronic diseases.

The *2-Timer Summer Blood Program*, sponsored by the American Red Cross and the Pentagon Blood Collection Council, started on May 1, 2002 and will continue through September 30,

2002. The Office of the Secretary of Defense and the Washington Headquarters Services are seeking healthy individuals who are willing to donate blood twice during the American Red Cross campaign period. Employees can give blood every 56 days. To qualify as a *2-Timer*, participants must give blood for the first time by August 2. The Pentagon Blood Donor Center is open every Tuesday, Wednesday, and Friday, from 8:30 a.m. to 2:00 p.m.

Already in the planning stages is a recognition ceremony to honor this year's *2-Timers*. Mark your calendar for **October 24, 2002 at 1:30 p.m. in the Center Courtyard of the Pentagon**. All donors who give blood twice between May 1 and September 30 will be formally recognized during the October ceremony and receive a commemorative T-shirt from the Red Cross as a thank you.

The American Red Cross encourages everyone in good health, who is at least 17 years old, with a minimum weight of 110 pounds to give blood—the Gift of Life. In addition to these basic donor criteria, the "donor eligibility" guidelines were revised in June, 2002. These can be viewed at [www.redcross.org/services/biomed/blood/learn/eligibl.html](http://www.redcross.org/services/biomed/blood/learn/eligibl.html) (Click on for a direct link). Call 1-800-448-3543 to ask specific questions about the blood donor process, restrictions (especially related to overseas travel, etc.), and to make an appointment to give blood.

***"Nothing great is ever achieved without enthusiasm."***

—Emerson

*“Within each of us is a hidden store of energy. Energy we can release to compete in the marathon of life. Within each of us is a hidden store of courage. Courage to give us the strength to face any challenge. Within each of us is a hidden store of determination. Determination to keep us in the race when all seems lost.”*

—Roger Dawson



### Called to Active Duty...

## DoD pays FEHB — Employee's Share of Premium

The Department of Defense (DoD) has established the policy that, in addition to the government's share, it will pay the employee's portion of the Federal Employees Health Benefits (FEHB) premium for any covered employee called to active duty in support of a *contingency operation*.



Additionally, this policy provides the authority to make **retroactive payments** to eligible employees who were called to active duty on or after December 8, 1995. Procedures covering **retroactive reimbursement**, are being developed separately.

A listing of current *contingency operations* include:

Operation	Authority— Executive Orders	Effective Date	Status
Bosnia	12982	December 8, 1995	Ongoing
Iraqi Crisis	13076	February 24, 1998	"
Kosovo	13120	April 27, 1999	"
9/11 Terrorist Attacks	13223	September 14, 2001	"

**Note:** Mission changes could modify the covered *contingency operations* listed above.

To have your share of the FEHB premium paid, you must:

- ★ Be enrolled in FEHB and elect to continue enrollment while on active duty.
- ★ Be a member of a Reserve component of the Armed Forces.
- ★ Be called or ordered to active duty (voluntarily or involuntarily) in support of a *contingency operation* as defined in section 101(a)(13) of title 10, United States Code.
- ★ Be placed on leave without pay or separated from service to perform active duty.
- ★ Be on active duty for more than 30 consecutive days in support of a *contingency operation*.

**Note:** The maximum period of eligibility for each period of active duty is 18 months.

For further information, contact your servicing Benefits Specialist at 703/ 617-7127.

## What Does It Mean to Be Committed?

*Commitment is more than just saying you will, or good intentions, or a once-in-a-while process. It's a continuing, moment-by-moment undertaking.*



*It's more than trying—it's doing whatever is necessary, for as long as necessary, to get the job done.*



*It doesn't bail out at the first sign of trouble. Commitment stays on course, moving steadily through good times and bad. It doesn't make excuses or look for the easy way out. It finds a way through every obstacle.*



*Commitment doesn't wait for someone else to take up the slack—it makes things happen whatever the circumstance. True commitment isn't stopped when the effort becomes tiring, boring, uncomfortable, unpleasant, tedious, perilous, or unpopular. True commitment keeps on going.*



*Genuine commitment on the part of those who have come before us has brought our world to where it is today, enabling us to live lives filled with possibility and promise. It's a priceless legacy, and one, which can continue to grow with our own strong and sincere commitment.*



## Your Benefits

# Did You Know That...

👉 If you're in the FERS retirement system and never elect to participate in the TSP during your government career, you'll have a greatly reduced retirement benefit.

👉 You can get your own Personal Benefits Statement? Play "what if" on different retirement options? Elect FEHB, FEGLI, and TSP? simply by accessing the HRSC web site, <http://persec.whs.mil/hrsc/benefits.html> (Click on for a direct link). To do this, you'll need your social security number, service computation date for leave, date of birth, civilian pay plan, grade, and step to establish your Point of Entry (POE) Password. If you get stuck, call your servicing Benefits Specialist.

👉 The Thrift Savings Plan's (TSP) new, long-awaited recordkeeping system will be operative on Monday, September 16, 2002.  
**Note:** Read the TSP article on pages 6-7 of this issue for additional information.

👉 You may make **Contribution Allocations** or **Interfund Transfers** at any time by logging onto the TSP web site ([www.tsp.gov](http://www.tsp.gov)); calling the ThriftLine at 504/255-8777; or completing the **TSP-50 Form**, Investment Allocation. Remember, all Contribution Allocations and Interfund Transfers must be made directly through TSP.

👉 The TSP Open Season dates will be changing to October 15 through December 31 and April 15 through June 30 each year.

👉 The Department of Defense will pay **both** the employee and the government share of the Federal Employee Health Benefit (FEHB) premium for any covered employee who is called to active duty in support of a *contingency operation*. Read article on page 13 for full details about this benefit.

*If you don't make a total commitment to whatever you're doing, then you start looking to bail out the first time the boat starts leaking. It's tough enough getting that boat to shore with everybody rowing, let alone when a guy stands up and starts putting his life jacket on!*

—Lou Holtz

## Administrative Support Assistance Program (ASAP)

The Administrative Support Assistance Program (ASAP) provides qualified, temporary administrative and clerical support to the Office of the Secretary of Defense and Washington Headquarters Services (WHS) organizations. The program was created to provide administrative/clerical assistance on a temporary basis when offices have staff shortages caused by illnesses, vacations, and other unexpected situations. ASAP consists of 18 contract employees, hired through a private agency. Typical assignments are no more than 30 days, with one extension.

To request an ASAP, contact your Administrative Officer and provide him or her with the following information: requesting office; telephone and room number for the point-of-contact; level of security clearance required, and the work dates.

If you know of qualified professional individuals who might be interested in this type of work, have them forward their resumes to: Professional Services Unlimited, Inc., 18 Interstate Corporate Center, Suite 226, Norfolk, VA 23502-4119. For general information about the program, contact Donna Furlow or Dee Tiller, WHS/Personnel and Security Directorate, at 703/617-7136.





The Interactive Customer Evaluation (ICE) system is a web-based customer feedback system that can be accessed at <http://ice.disa.mil> (Click on for a direct link). As of July 1, 2002, there were 88 active ICE Service Provider sites—Army, Navy, Marine Corps, and Air Force; two Defense Agencies; and one Washington Headquarters Services Directorate. Online *Comment Cards* enable customers to rate services received and make suggestions for process improvements. The purpose of ICE is to improve customer service for military members and their families and DoD civilian employees.

ICE began as a joint project of three entities—HQ USEUCOM, the Army 6th Area Support Group (ASG) in Germany, and the Quality Management Office (QMO), Office of the Secretary of Defense (OSD)—under the sponsorship of the late David O. Cooke, Director of Administration and Management, OSD. The 6th ASG was the initial ICE system developer and host of the prototype.

ICE is a management tool that assists managers in making data-driven decisions about limited resources. It facilitates data comparisons between customer feedback and perceived performance. By collecting data electronically, rather than through a paper process, ICE serves as a real-

time communication link between customers and Service Providers. When the Service Provider sites started using ICE, many transactions requiring paper-based systems simply disappeared!

In the President's Management Agenda, the expansion of E-Government is a stated goal. ICE furthers this objective, facilitates accountability, and fosters program improvement by focusing on results. Government is encouraged to continuously focus on ways to make things simpler, more

effective, and less costly, and ICE meets these criteria.

The benefits of using ICE are:

- it offers DoD customers a quick and easy way to provide feedback to managers;
- it gives leadership real-time data on service quality; and,
- it saves money.

The OSD/QMO is currently offering the ICE system to any DoD activity on a first-come, first-served basis. The system is available to any DoD installation at minimal cost. The OSD/QMO handles all system development, maintenance, and enhancement.

*For further information about ICE, contact Joyce Mussey, Project Manager, OSD/QMO, at 703/588-8142/8150 or [musseyj@osd.pentagon.mil](mailto:musseyj@osd.pentagon.mil).*

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***If there is no light at the end of the tunnel, just run down there and light it yourself!***

— Roger Dawson

***There are risks and costs to our actions. But, they are far less than the long range risks of comfortable inaction.***

— John F. Kennedy

***Your success in your career will be in direct proportion to what you do after you've done what you're expected to do!***

— Brian Tracy

***It's hard to beat a person who never gives up!***

— Babe Ruth

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### FERCCA

## Federal Erroneous Retirement Coverage Corrections Act

The Federal Erroneous Retirement Coverage Corrections Act (FERCCA) was signed on September 19, 2000. This law provides relief to employees who were placed in the wrong retirement plan after December 31, 1986 and had at least 3 years of service.

An article on FERCCA was published in the fall 2001 issue of *Personnel Hilites*. If you missed this article, it's still available for review at <http://persec.whs.mil/index.html> (Click on for a direct link). Detailed information on FERCCA is also contained on the Office of Personnel Management (OPM) web site <http://www.opm.gov/benefits/correction/index.htm> (Click on for a direct link).

As of March 23, 2002, the number of individuals registered in the OPM database totaled 7,379. If you haven't worked for the Federal government continuously since 1983, and you've had changes in either your appointment type and/or retirement plan, you may want to investigate this matter further. If you believe that you're in the wrong retirement system, now is the time to take corrective action.

If you believe FERCCA applies to you, contact the Human Resource Services Center at 703/617-7127 to be connected with the Benefits Specialist servicing your organization. Or, you can follow the instructions provided in the FERCCA article cited above. **Remember, the deadline for registering in the FERCCA database maintained by OPM is October 2002.**

### Open Season – July 1 to December 31, 2002

## Federal Long Term Care Insurance Program – Open Season

### The Open Season

for the Federal Long Term Care (LTC) Insurance Program started July 1 and ends December 31, 2002. Everyone should take time during this open enrollment period to **GET SMART** about long term care coverage.

What is long term care? What does it cover? How do I sign up? What will it cost? You can find the answers to these questions and more by accessing the LTC web site at <http://www.ltcfed.com> (Click on for a direct link) or by calling 800-582-3337. The Office of Personnel Management (OPM) is the sponsor and administrator for the Federal LTC Insurance Program, and MetLife and John Hancock insurance companies are the coverage providers. These two companies have formed a partnership named LTC Partners. OPM and the LTC Partners are handling all employee counseling for the LTC Insurance Program. While the HRSC Benefits Office will not be involved in employee counseling, it will continue to serve as the information pipeline for all LTC educational and marketing materials. These materials will help employees make informed decisions about whether or not to purchase a LTC policy, the type of coverage, and much more. As materials are received in the Benefits Office, they will be made available to employees through their Administrative Offices.





## Pornography and the Workplace

INTERNET access is an incredible resource and one of the most popular and powerful tools for communicating and disseminating information quickly worldwide. With a click of a mouse, you can access seemingly unlimited images and data. It's hard to imagine life without the convenience of email or the World Wide Web! Accessibility to this wealth of information, however, carries with it a personal responsibility of appropriate use.

Accessing pornography in the workplace is a growing concern. The workplace is **NO** place for pornography. Viewing pornography in the workplace creates a sexually hostile environment not to speak of the added considerations of sexual harassment and discrimination. The consequences of accessing pornography in the workplace are serious. It can ruin your career, relationships, reputation, and ultimately, you could be sent to jail.

Recently, a Department of Defense (DoD) employee was removed from Federal service for using a government computer and network to access, download, view, and store pornographic materials through the INTERNET. Another DoD employee was not only fired for downloading illegal pornography but also sentenced and incarcerated in a Federal facility. Inappropriate use of government computers can lead to disciplinary actions ranging from a reprimand to removal from Federal employment.



Using a government computer for unauthorized purposes, e.g., accessing any type of pornography over the INTERNET, is a violation of both Federal law and the Joint Ethics Regulation. Generally, pornography is divided into the categories of adult and child. While it's not against the law to possess or own adult pornography, it's a violation of Federal regulations to access it from a government computer. On the other hand, child pornography has been defined under Federal statute as a visual depiction of a minor (child younger than 18) engaged in sexually explicit conduct. Transmitting or even simply possessing child pornography is illegal. It's a crime for anyone to possess even one pornographic image of a child, in either an electronic or other format.

Let this be a reminder—INTERNET and email are modern tools that make our jobs and lives more productive. However, misuse of them can have a devastating impact! When you log onto your government computer and network, you're explicitly consenting to being monitored. Monitoring systems are in place that can, and do, track what you send, what you see, what you download and from where. If you're tempted to surf the web for adult, pornographic, obscene, or potentially offensive sites, think twice—it's not worth the RISK.

*For clarification about the information contained in this article (as it relates to DoD employees in the workplace), contact the WHS/Personnel and Security Directorate, Labor Management Employee Relations Division at 703/588-0421.*

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*It was character that got us out of bed, commitment that moved us into action, and discipline that enabled us to follow through.*

—Zig Ziglar

*Perseverance is not a long race—it's many short races one after another.*

—Walter Elliott  
”



*YOUR HEALTH in the WORKPLACE***Shed a Tear for *Dry Eye Syndrome***

It's a necessary reflex that we perform countless times a day without giving it much thought. In fact, you've probably already done it once while reading this paragraph. That reflex is blinking.

When we blink, the lacrimal gland and accessory lacrimal glands produce the tears that wash the eyes, keep them moist and clear, and protect them from diseases. Unfortunately, this process isn't quite as simple for the millions of Americans who have an uncomfortable condition called dry eye syndrome (DES). "DES occurs when the eyes either don't make enough or don't make the right type of tears to fully protect the eyes," says Dr. Kevin R. Scott, MD, an ophthalmologist practicing at Inova Fair Oaks Hospital. "While DES doesn't cause blindness, it can damage the surface of the eye and significantly impair vision."

**Symptoms of DES**

People with DES may experience some of these symptoms:

- Itchy, irritated, scratchy, red and swollen eyes.
- Blurred vision.
- Burning sensation in the eyes.
- Feeling that something is in their eyes.

Surprisingly, some people with DES have watery eyes and complain of tearing and irritated eyes. "These people don't produce sufficient tears. However, every so often their eyes produce excessive tears. They may complain of excessive tearing and not be aware that they actually have DES,"

explains Dr. Scott.

**What to Do**

There is no cure for DES. But, there are some steps you can take to relieve your symptoms. For example, you can:

- Use over-the-counter, preservative-free artificial tears.
- Take periodic breaks and blink often when using a computer
- Use a humidifier.

"It's important that people take their eye symptoms seriously and see their doctor if home care strategies don't help," says Dr. Scott. "The doctor can recommend other treatments, including procedures that slow the drainage of tears, that can help protect the eyes."

**Who Is at Risk?**

Our eyes gradually lose their tear-making ability as we age. Consequently, DES strikes post-menopausal women and seniors hardest. You may be at risk if you:

- have worn contact lenses for a long period of time.
- are over the age of 50 and spend hours in front of a computer screen.
- take certain medications, including antihistamines, some antidepressants, blood pressure medications, and oral contraceptives.
- have certain diseases, such as rheumatoid arthritis, diabetes, and asthma.
- live in dry, dusty, or windy climates.

*(Article reprinted from Inova HealthSource, a publication of Inova Health System, 2002)*

**Kidney Risk Screening Held at AMC Building**

"Project Prevention: A Kidney Risk Screening Program" was held at the AMC Building this past May. The National Kidney Foundation of the National Capital Area, (NKF/NCA) Inc., is sponsoring *Project Prevention* to educate people about the importance of early detection, early intervention and the identification of underlying medical conditions that could lead to kidney failure.

A few employees from the Strategic Planning and Business Operations (SPBO) Division of the Personnel and Security Directorate (P&SD) participated in this free program. Preparation for the screening was minimal—a pre-screening health history; height, weight, and blood pressure measurements; and blood glucose (sugar) and urine tests. After the testing was finished, a health care professional held a one on one consultation to discuss the results. The entire process took about one hour. Other free health programs, lectures, and more are available at the workplace. Take advantage of these opportunities to keep yourself physically fit and knowledgeable. For more information about the risk factors and warning signs of kidney disease, visit [www.kidneywdc.org](http://www.kidneywdc.org).

**Note:** Monica Gielarowski from SPBO will be preparing *YOUR HEALTH in the WORKPLACE* for *Personnel Hilites*. If you have an interesting health article or a story that you'd like to share, contact Ms. Gielarowski at 703/617-7437.

